

## Questions and Answers RFP 10-19

Q1. Pg. 2, 1.4, Summary Scope of Work. Please define Ivy Tech's responsibilities vs. the selected vendor's responsibilities for this contract.

**A1. Ivy Tech administers the exams only. The contractor will develop, maintain, and validate exams and perform all other functions listed in Section 2.4 of RFP 10-19.**

**Respondent's Responsibilities**

**Develop, maintain, validate entry level insurance examinations as listed.**

**Conduct annual health checks on all items**

**Provide detailed description for candidates to register and schedule for an examination.**

**Electronically register and schedule candidates for the examination through a web based network with Ivy Tech.**

**Provide call center for applicant's Q/A**

**Collect examination fee.**

**Train proctors and coordinate security protocol with Ivy Tech.**

**Provide detailed instructions to Ivy Tech for logging into the requested examination.**

**Download the requested exam into the Ivy Tech terminal.**

**Score the exam and post the results for printing at Ivy Tech.**

**Download examination results to IDOI's database provider, Sircon.**

**Establish and maintain data base of examination results by test, name, school**

**Ivy Tech Community College Responsibilities**

**Provide secured test sites at 26 campus locations using security protocol.**

**Provide necessary facilities and terminals and interface with the respondent**

**Administer and proctor the examinations to a schedule provided by the respondent.**

**Provide a printout of the exam results to each candidate.**

**Report equipment or candidate issues and closings to the respondent, who will report to the IDOI.**

**This list is meant to be illustrative and not exhaustive.**

Q2. Pg. 2, 1.4, Who will staff the Ivy Tech Community College test centers? Are respondents expected to provide test center staffing services?

**A2. Ivy Tech staff will staff the Ivy Tech Community College test centers. Respondents are not expected to provide test center staffing services; however, respondents will train the College staff in the necessary testing protocol.**

Q3. Pg. 2, 1.4, Summary Scope of Work. Do the respondents need to declare Ivy Tech as a subcontractor?

**A3. The current contractor currently has a service agreement with Ivy Tech which details the relationship between the two.**

Q4. Pg. 6, 1.15, Confidential Information: How should confidential information be handled on the electronic copies? Should respondents submit separate CDs that contain confidential information?

**A4. If confidential information is being submitted (please carefully review Section 1.15), then yes respondents need to take steps to differentiate it on the CD-ROM submissions.**

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Q5. Pg. 9, 1.23, Summary of Milestones. What is the IDOA's targeted implementation date?

**A5. June 1, 2010.**

Q6. Page 16, 2.4, Technical Proposal, 1. Please clarify the services respondents are expected to provide. What services constitute "examination administration services?" Should vendors provide examination registration (call center and online), candidate handbook printing, data reporting, and/or score reporting?

**A6. See A1, above.**

Q7. Page 16, 2.4, Technical Proposal, item 1. Could the IDOA provide the candidate volume by test center location?

**A7. No, but the total number of tests administered .is as follows:**

**Examinations Given in 2009**

<b>Producer's Life Insurance</b>	<b>1741</b>
<b>Producer's Accident and Health Insurance</b>	<b>764</b>
<b>Producer's Life, Accident and Health Insurance</b>	<b>4869</b>
<b>Producer's Personal Lines</b>	<b>119</b>
<b>Producer's Property and Casualty Insurance</b>	<b>2529</b>
<b>Producer's Life Insurance Laws and Regulations</b>	<b>9</b>
<b>Producer's Accident and Health Insurance Laws and Regulations</b>	<b>3</b>
<b>Producer's Property and Casualty Insurance Laws and Regulations</b>	<b>36</b>
<b>Producer's Life, Accident and Health Insurance Laws and Regulations</b>	<b>57</b>
<b>Bail Agent</b>	<b>36</b>
<b>Recovery Agent</b>	<b>13</b>
<b>Surplus Lines</b>	<b>11</b>
<b>Public Adjuster</b>	<b>27</b>
<b>Independent Adjuster</b>	<b>(new for 2010) 0</b>
	<b>Total 10,215</b>

Q8. Page 16, 2.4, Technical Proposal, item 1. Could the IDOA provide the file containing the zip codes of the testing candidates for 2008 and 2009? For example, a comma-delimited file containing records that reflect the year of testing and the corresponding home address zip code of each candidate that tested. Ex. 2005, 04333; 2006; 04333, etc.

**A8. No.**

Q9. Page 16, 2.4, Technical Proposal, item 1. Could the IDOA provide a breakdown of candidate volume per exam?

**A9. Yes.**

Q10. Page 16, 2.4, Technical Proposal, item 1. Could the IDOA provide a breakdown of candidate volume in terms of first-time test takers or re-take test takers per exam?

**A10. No.**

Q11. Pg. 16-17, 2.4, Technical Proposal, item 2. Does the IDOA currently own any Indiana-specific test questions that will be shared with the selected vendor for the new contract term?

**A11. No.**

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Q12. Pg. 16-17, 2.4, Technical Proposal, item 2. Are test takers who fail one part of an examination that combines multiple lines of insurance required to re-test taking only the portion of the examination that he or she failed or must the test taker retake the entire examination?

**A12. If a test-taker fails an exam, the entire examination must be retaken.**

Q13. Pg. 16-17, 2.4, Technical Proposal, item 2. Does the IDOA expect to own any of the state-specific test questions that will be developed for the Indiana examinations?

**A13. The State will own the rights to the questions developed under the new contract.**

Q14. Pg. 16-17, 2.4, Technical Proposal, item 2. How many items are in the examination bank the per license line? Are there statistics for the current items? Are item banks currently linked to test outline specifications, blueprints, or domains?

**A14. The current contractor maintains three complete sets of examinations per line of insurance. Yes, there are statistics for the current items. Yes, the item banks correspond to the outlines found on the IDOI web site: <http://www.in.gov/idoi/2342.htm#3>.**

Q15. Pg. 17, 2.5, Cost Proposal. Please define the term "baseline fee."

**A15. Review RFP Section 3.2.3 (page 22) for explanation. The baseline identified represents both the current per-test contract rates and the number that will be used in Cost section evaluation.**

Q16. How is the baseline fee of \$84.75 allocated among the parties providing services?

**A16. The IDOI believes that Ivy Tech receives fifteen dollars (\$15) per test administered.**

Q17. Does the baseline fee include any statutory fees collected on behalf of the IDOA?

**A17. No.**

Q18. Please provide the number of exams administered annually, by examination category (corresponding to the list on pp. 16-17).

**A18. See a7, above.**

Q19. Please provide the estimated start date for the contract resulting from this RFP.

**A19. See A5, above.**

Q20. *p. 16, 2.4, number 2.* Does the current vendor own the item banks for the examinations? If IDOA owns the item banks, will the items be available for usage by the successful vendor, and in what timeframe and what format? Is a current job analysis report available?

**A20. The current vendor holds the intellectual property rights to the current examinations. However, the IDOI possesses content outlines regarding the information which should be included in the exams. No current job analysis report is available.**

Q21. Regarding Section 3.2.3 of the RFP, how will price be evaluated if the Vendor(s) submits a varying price structure for the term of the agreement and/or for the renewal term?

**A21. A21. Cost is to be submitted as instructed in Section 2.5 (all inclusive per-exam fee). The State expects one fee; if a multiple fee structure is proposed, a weighted average will have to be determined and used for evaluation.**

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Q22. Section 1.20 of the RFP identifies the 8% goal for Minority Business Enterprises and 8% for Women Business Enterprises. Can the State clarify whether these goals are based on the per-candidate cost or on the per-candidate cost less Ivy Tech administration fees?

**A22. These goals refer directly to the overall per-exam fee proposed; the State is not concerned with the Respondent's fee structure with Ivy Tech. However, MWBE percentages need to be in direct relationship with the overall "per-candidate cost."**

Q23. Section 2.4 of the RFP requests entry level examination services to be offered for several areas of licensure. Can the State confirm the following list?

a. Producer's Life Insurance

**A23a. Confirm.**

b. Producer's Accident and Health Insurance

**A23b. Confirm.**

c. Producer's Life and Accident and Health or Sickness Insurance

**A23c. Confirm, although the IDOI no longer uses the term "Sickness Insurance".**

d. Producer's Property and Casualty Insurance

**A23d. Confirm.**

e. Producer's Life Insurance Laws and Regulations

**A23e. Confirm.**

f. Producer's Accident and Health or Sickness Laws and Regulations

**A23f. Confirm.**

g. Producer's Property and Casualty Insurance Laws and Regulations

**A23g. Confirm.**

h. Producer's Life, Accident and Health Laws and Regulations

**A23h. Confirm.**

i. Bail Agent

**A23i. Confirm.**

j. Recovery Agent

**A23j. Confirm.**

k. Surplus Lines

**A23k. Confirm.**

l. Public Adjuster

**A23l. Confirm.**

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m. Independent Adjuster

**A23m. This examination is currently the subject of legislation being debated by the State legislature. If the bill passes, the contractor will be expected to provide such an exam.**

n. Producer's Industrial Fire

**A23n. The IDOI no longer administers a Producer's Industrial Fire exam.**

**o. Producer's Personal Lines should also be included.**

Q24. Are there any special skills or knowledge needed for the exam administrator? Is the administrator just a body or do they need to be able to answer questions?

**A24. The administrator must possess the skills and knowledge to perform the functions specified in the RFP's Technical Proposal and the answers to these questions.**

Q25. Approximately how many people are needed to administer exams at one site?

**A25. Exam administration is handled by Ivy Tech.**

Q26. Can you give a rough estimate of how many exam administrators will be needed for the overall project (all sites/all exams)?

**A26. Exam administration is handled by Ivy Tech.**

Q27. How long are the exams?

**A27.**

<b>Producer's Life Insurance</b>	<b>80Q</b>	<b>1hr 20min</b>
<b>Producer's Accident and Health Insurance</b>	<b>80Q</b>	<b>1hr 20min</b>
<b>Producer's Life, Accident and Health Insurance</b>	<b>160Q</b>	<b>2hr 40min</b>
<b>Producer's Personal Lines</b>	<b>100Q</b>	<b>1hr 40min</b>
<b>Producer's Property and Casualty Insurance</b>	<b>160Q</b>	<b>2hr 40min</b>
<b>Producer's Life Insurance Laws and Regulations</b>	<b>40Q</b>	<b>1hr</b>
<b>Producer's Accident and Health Insurance Laws and Regulations</b>	<b>40Q</b>	<b>1hr</b>
<b>Producer's Property and Casualty Insurance Laws and Regulations</b>	<b>40Q</b>	<b>1hr</b>
<b>Producer's Life, Accident and Health Insurance Laws and Regulations</b>	<b>40Q</b>	<b>1hr</b>
<b>Bail Agent</b>	<b>60Q</b>	<b>1hr</b>
<b>Recovery Agent</b>	<b>60Q</b>	<b>1hr</b>
<b>Surplus Lines</b>	<b>60Q</b>	<b>1hr</b>
<b>Public Adjuster</b>	<b>60Q</b>	<b>1hr</b>

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Q28. Is there a minimum number of registrants/exam-takers required to avoid cancelling an exam?

**A28. No.**

Q29. How many Ivy Tech sites are used for testing?

**A29. Tests may be administered at any Ivy Tech location.**

Q30. How many times a day are exams given at each site?

**A30. The answer depends on candidate needs.**

Q31. Are there certain hours the exams are scheduled?

**A31. Exams may be administered any time the Ivy Tech library is open.**

Q32. For all of the exams listed on page 16 of the RFP, are they given all at once, or separately? Are all the tests given daily?

**A32. Individuals taking the exam may schedule the exam at their convenience. Each line of testing, or none, may be administered on any given day.**

Q33. Since the exams are held in the library, are there various exams being taken during the same timeframe?

**A33. Yes.**

Q34. Since the exam registration is done online, will the payment system remain the same, or is that something the vendor will have to modify?

**A34. The vendor will be responsible for collecting the exam fees.**

Q35. Is there a refund policy for the exam-taker?

**A35. Yes. No refunds are given.**

Q36. How, when and by whom is Ivy Tech paid?

**A36. See A16.**